**Persons:**

**Customer**

The customer interacts with the Application using screens. It must be very easy for them to use the Application. They should be supported by the system in every possible way.

**Admin**

It should be easy to maintain the whole system. The Admin should be the only person that is allowed to connect a new application

## 

## **Chatbot**

It is an additional feature on the application that helps the customer to interact in simple way with the system as he can ask about more information on the place desired place or anything he need to know.

**User Stories:**

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| --- | --- | --- |
| Title:  recommendations for places to visit. | Priority:  Medium | Estimate:  3days |
| User story:  As a tourist using the application, I want to be able to get recommendations for places to visit, so that I can discover new and interesting places in the city. The recommendations should be based on my preferences and past behavior. | | |
| Acceptance criteria:  -User can provide their preferences for categories of places to visit (e.g., historical sites, museums, parks, etc.).  -User can view a list of recommended places to visit based on their preferences and past behavior.  -Recommendations should be sorted by relevance and popularity.  -User can click on a recommendation to view more information about the place, including its name, address, description, and ratings. | | |

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| --- | --- | --- |
| Title:  chat with a virtual assistant to get help | Priority:  High | Estimate:  9days |
| User story:  As a tourist using the application, I want to be able to chat with a virtual assistant to get help, so that I can easily find the information I need and get assistance with any issues I encounter. | | |
| Acceptance criteria:  -User can access the chatbot from the main menu of the application.  -Chatbot should be able to answer common questions about the city, such as information about tourist attractions, transportation, and restaurants.  -Chatbot should be able to understand and respond to natural language queries.  -If chatbot is unable to answer a question, it should escalate the query to a human agent.  -User can rate the chatbot's performance and provide feedback. | | |

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| Title:  manage the content and settings of the application. | Priority:  High | Estimate:  6days |
| User story:  As an administrator using the application, I want to be able to manage the content and settings of the application, so that I can keep the information up to date and respond to user feedback. | | |
| Acceptance criteria:  -Administrator can access a web-based dashboard to manage the application.  -Administrator can add, edit, and delete points of interest and their associated data (e.g., name, description, images, ratings).  -Administrator can view user feedback and ratings for the application.  -Administrator can configure application settings, such as the language, currency, and categories of points of interest.  -Dashboard should include analytics and reports about the usage and performance of the application. | | |